

COMPLAINT

Please note: Goods delivered outside Europe cannot be returned. If you have any questions, please contact customer service.

COMPLAINT			
NAME/COMPANY			
COSTOMER NUMBER		DATE	
RETURN NUMBER			

PRODUCT NUMBER		QUANTITY	
COLOUR		DESCRIPTION	
SIZE		INVOICE NUMBER	
CAUSE OF COMPLAINT			

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COMMENT			
EXCHANGES		CREDIT	
SALES MANAGER			

IMPORTANT INFORMATION:

The dealer makes an initial assessment of the scope of the complaint, and if the complaint is found to be justified, the following instructions are followed:

A returns number must always be obtained by contacting the sales department on tel. +45 74 22 35 15/17 or export-sales@f-engel.com, otherwise we reserve the right to return the goods and submit an invoice for the freight charges. As with unjustified complaints, the goods may, by agreement with the customer, be returned to the customer at the customer's expense. Otherwise the goods are destroyed.

In cases where the complaint relates to a single product which has been invoiced at a net price of 30 £ / 35€ or less, you must complete the form and attach an image, and then we will decide whether the item should be exchanged or a credit note issued. In such cases, the goods must **NOT** be returned to ENGEL. For items where the net invoice price is more than 30 £ / 35€, or if it relates to more than one product, the form must be completed and the clothing **MUST** be returned to ENGEL, which will then decide whether the item(s) should be repaired, exchanged or a credit note issued.

In the event of complaints which have arisen after the garment has been washed, the goods must always be returned to ENGEL. When returning items, the clothing must be freshly washed.

No extra costs will be incurred by the customer - In case of exchange or repaired express delivery will be applied.